



FCRB Program Staff Policy and Procedure Manual

A program of the Iowa Child Advocacy Board

<https://childadvocacy.iowa.gov>

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Preamble

The Foster Care Review Board (FCRB) provides an essential service for Iowa children who are removed from their homes and placed in foster care. Under Iowa Code Chapter 237, the FCRB is required to review all cases referred to it to determine if satisfactory progress is being made toward the goals of the child's permanency plan. Summarizing the requirements of Iowa law, this involves a thoughtful and thorough process that includes reviewing:

- 1) Past, current and future status of the child as shown in the case plan itself and through review of case progress reports and other reports the Board requires for a thorough review.
- 2) The efforts of the placing agency to locate and provide services to the biological or adoptive parents of the child that would prepare them for successful reunification with the child.
- 3) The efforts of DHS and the placing agency to facilitate reunification or find a suitable alternative placement if reunion is not feasible.
- 4) And investigating any other problems, solutions or alternatives which may affect the best interests of the child.
- 5) Compliance of all interested parties with the requirements of the case plan. This includes the parents and child involved, along with all service providers whether they contract directly with DHS or are collateral resources from the community that are involved in serving the child and family.

All of the factors listed above have an important bearing on the child's hope for a permanent home that is both safe and successful for the long term. A major focus of the training provided by the Child Advocacy Board (CAB) for the dedicated volunteers who step forward to serve as local Board Members is on how to carry out the five review requirements listed above. The Facilitator trained to assist in conducting its review has experience, knowledge and insight that are available to the FCRB to help ensure that each review requirement is accomplished as thoughtfully and thoroughly as possible and in a way that meets the best interests of the child.

In addition to meeting the requirements of Iowa law, the reviews meet federal requirements for a foster care administrative review system. This enables ICAB to draw federal Title IV-E funds to assist in funding the review process. Therefore, accomplishing the review in the manner prescribed in this Policy and Procedures Manual, fully using the assistance of the Facilitator and ICAB Staff is important to the financial viability of the program.

Section 1: Program Overview	Date Added: 2015
	Revision Date: June 2018

Section 1: Program Overview

Purpose

This section provides an overview of the Iowa Foster Care Review Board (FCRB) Program as it relates to the mission, purpose, governance, and affiliations.

Affected Persons

Iowa Child Advocacy Board staff, contracted Facilitators and local Board Members.

1.A. Acknowledgement Letter

Within 15 calendar days of issuance of this manual or subsequent revisions, all staff and contractors who administer, facilitate and support Foster Care Review Boards and all local Board Members are required to review the material and sign a Letter of Acknowledgement. Program staff will upload the signed letter to the local Board Member's electronic volunteer file in the Child Advocacy Match System (CAMS). Staff and Facilitators send acknowledgement letters to the immediate supervisor. ([Resource 19](#))

1.B. Mission and Purpose of the Iowa FCRB Program

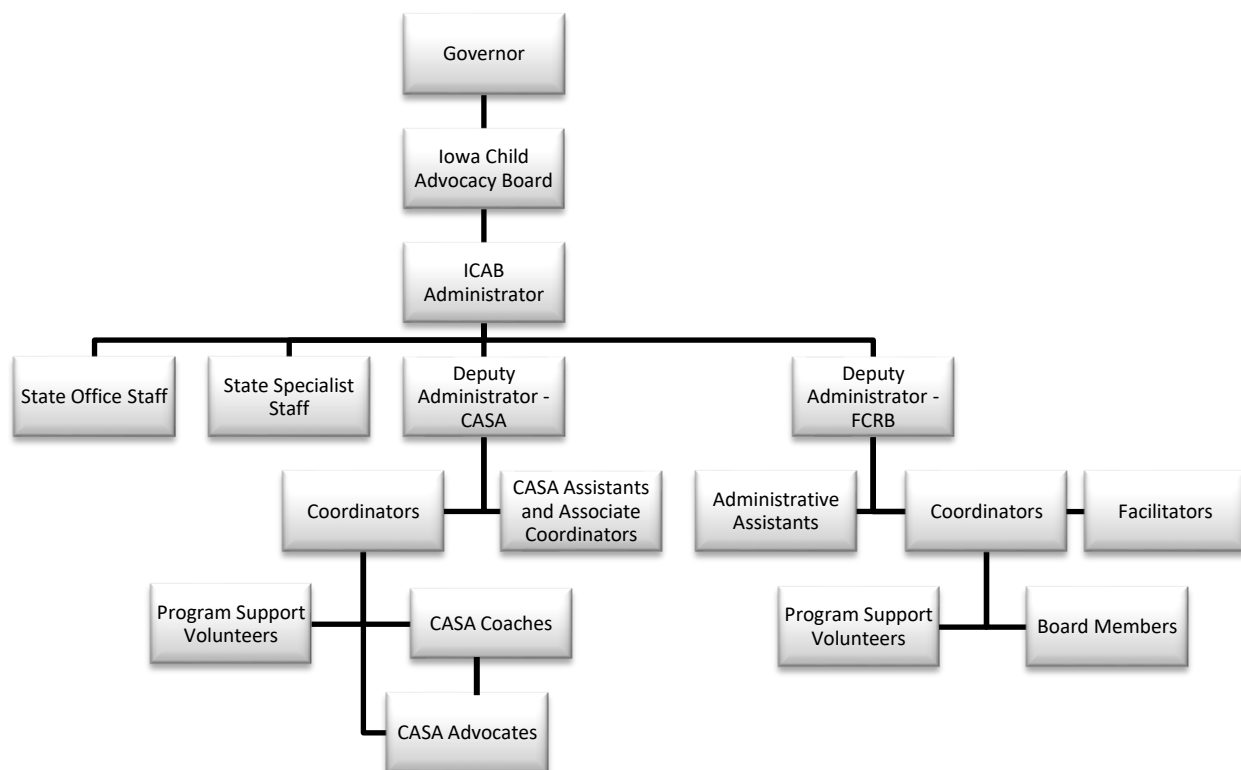
- 1) The ICAB establishes local FCRBs and selects its local Board Members to review cases of children receiving foster care on issues related to each child's case permanency plan.
- 2) The Iowa FCRB program currently includes 27 local Boards that have responsibility for reviewing foster care cases in 50 counties in the state. **The FCRB Deputy Administrator collaborates with the DHS Social Work Administrators to develop a Selection Plan for case review by each board. The Selection Plan identifies the frequency of case review and the specific types of cases reviewed by each local FCRB.** The timing and frequency of a review of each case also considers the permanency goals, placement setting and frequency of any court reviews of the case. ([Resource 1](#))
- 3) The child population served by the Iowa FCRB program includes each child receiving foster care within the specific case types included in the protocol developed between ICAB, DHS and the Courts. The protocol may include a child, as defined in Iowa Code Section 234.1 who is described by any of the following:
 - a) The child's foster care placement is the financial responsibility of the state pursuant to section 234.35.
 - b) The child is under the guardianship of the department.
 - c) The child has been involuntarily hospitalized for mental illness pursuant to chapter 229.
 - d) The child is at-risk of being placed outside the child's home, the department or court is providing or planning to provide services to the child and the department or court has requested the involvement of the state or local board.

Section 1: Program Overview	Date Added: 2015
Subsection C: Program Governance	Revision Date: June 2018

4) The Iowa FCRB program selects only qualified and trained community individuals to serve as local Board Members.

1.C. Program Governance

The Foster Care Review Board Program is governed by the Iowa Child Advocacy Board (ICAB) and managed and guided by a Planning Team that includes the ICAB Administrator and Deputy Administrator, Regional Specialists and the State Office Administrative Assistant. Local Coordinators, FCRB Facilitators, and Administrative Assistants manage and support the work of the Foster Care Review Boards (FCRBs). The chart on the next page depicts the organizational hierarchy:



Following is a summary of the roles of each of these players in the FCRB Program and process along with the role of the FCRBs.

- 1) **Iowa Child Advocacy Board.** The State Board is a nine Member volunteer board appointed by the Governor. This Board establishes policy through adoption of Administrative Rules and provides oversight to both the Court Appointed Special Advocate program and the Foster Care Review Board program. The State Board hires and supervises the ICAB Administrator. This Board is responsible for gathering and evaluating administrative data on foster care and reporting the data to the Governor, Supreme Court, Chief Judge of each judicial district, the Department of Human Services and child placing agencies. One method of tracking data for the children served by the FCRB program is the Iowa Child Advocacy Board's Foster Care Review Board Data Base (FCRBDB) data system.

Section 1: Program Overview	Date Added: 2015
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The State Board makes recommendations to the Governor, Legislature, Supreme Court, Chief Judge of each judicial district, Department of Human Services (DHS), and child-placing agencies on systemic problems in the foster care and juvenile justice systems, specific proposals for improvements that assist the systems in being more cost-effective and better able to protect the best interests of children, and necessary changes relating to the administrative data it collects. The State Board approves all new and reappointed local Board Members.

- 2) **Program Administrator.** The Administrator supports the State Board in its efforts to develop and monitor strategic vision, mission, goals and objectives for the FCRB program and FCRB program policy. With this direction from the State Board, the Administrator develops and manages operational plans to carry out the State Board's approved policies and strategies for achieving program goals and objectives. This includes management of program design, operational procedures, budget planning and spending, organizational design, personnel administration, training, automated system support for the program, and program measurement and evaluation. The Administrator directly supervises members of the ICAB Leadership Team to provide maximum support for the FCRB program within available resources limits.
- 3) **Deputy Program Administrator.** The Deputy Administrator is the direct formal supervisor of assigned Local Coordinators and Administrative Support staff in the field and ensures program operations comply with policy and are directed as effectively as possible to achieve the State Board's target program performance and outcome goals and objectives. With this knowledge of field operations, the Deputy provides consultation to the Administrator on development of policy, budget, training, organizational design, personnel administration, and automated system development and operation. The Deputy Administrator also guides and directs field staff in the use of measurements and metrics in a manner that increases performance and outcomes. The Deputy Administrator manages implementation of the ICAB strategic plan including the portions of the plan addressing FCRB program goals and objectives. This includes leading other members of the Leadership Team in developing operational plans, indicators of success in achieving program goals and objectives, collection and analysis of data related to the program progress and success and preparation of reports to policy makers highlighting progress. The Deputy Administrator also develops FCRB operational policies and procedures and guides development of training, automation, program improvements, and acts as the lead worker for the operational work of the administrative support staff and manages independent contracts for facilitators. The Deputy serves as Acting Administrator in the absence of the Administrator.
- 4) **Training Specialist.** This Specialist designs and coordinates development and delivery of pre-service and in-service training for FCRB Members and staff throughout the state. This includes leading ICAB's Training Committee which has responsibility for identifying and prioritizing FCRB training needs, identifying Local Coordinators and Administrative Support staff who will be responsible for leading training development and delivery in each key area of subject matter, coaching staff on elements and methods of training design and delivery, and providing training of trainers/Facilitators to develop the training skills of all staff.

Section 1: Program Overview	Date Added: 2015
Subsection C: Program Governance	Revision Date: June 2018

- 5) **Local Coordinator.** A Local Coordinator provides overall coordination and management of the FCRB program in each county or cluster of counties where a Foster Care Review Board is assigned. The Local Coordinator carries out plans to recruit, train, supervise and retain local Board Members; collaborate with judges, DHS workers and others involved in the community's child welfare and juvenile justice systems; increasing local Board diversity and cultural competence; overseeing FCRB and processes to ensure a high degree of quality. The Local Coordinator submits rationale statements and applications for State Board approval of all local Board Members.
- 6) **Foster Care Review Board Facilitator.** A Facilitator is assigned to each local Board to assist with the review process; document the discussion, findings and recommendations of the Board; prepare the Board's report to the Court; and help manage the transmission of case documents to local Board Members and retrieval from them upon completion of the review. The Facilitator helps ensure that all considerations in each case are fully covered and that the Board's reports to the Court are of high quality. The Facilitator keeps the Local Coordinator for the Board fully apprised of the Board's work, communicating, in particular, any requests or issues the Board needs the Local Coordinator to consider.
- 7) **State Office Administrative Assistant (AA).** This position aids ICAB by completing local Board Member background checks, agency time sheets, supply orders, billings/invoices, and support for the ICAB state board. The State Office AA provides website management/updates, and produces the quarterly newsletter. Other tasks involve pre-service training registration, internal "help desk" for technology-related ICAB questions and issues, and maintenance of the digital dashboard measuring employee performance.
- 8) **Administrative Assistant.** The Administrative Assistant (AA) identifies and schedules the foster care cases that need to be reviewed for each meeting, in accordance with the protocol established for the FCRB. The AA notifies the caseworker and all interested parties of the scheduled review time for each case, ensures that each local Board Member has complete and updated information for the review, and collects any physical records for safeguarding upon completion of each review. The AA enters case and demographic data in ICAB's program data systems. AAs also handle any special requests about case reviews from local Board Members, Facilitators, Local Coordinators, caseworkers and other interested parties.
- 9) **Foster Care Review Board Members.** Upon completion of pre-service training requirements, the local Board Member begins participation on the local Board at its next meeting. The Board responsibilities are to review the case of each child receiving foster care assigned to the local board to determine whether parties make satisfactory progress toward the goals of the case permanency plan. The Board operates in accordance with several specific requirements for the review process established in Iowa law. Once all information is gathered, the Board works with the FCRB Facilitator to develop the observations, findings and recommendations that will be included in the Board's report to the court.

Section 1: Program Overview	Date Added: 2015
Subsection D: Staff Orientation	Subsection added: June 2020

1.D. New Staff Orientation

Policy

ICAB provides new staff orientation to all FCRB employees introducing its mission and purposes, agency structure and oversight, the program's policies, training and position responsibilities.

Procedure

The employee's supervisor will schedule individual sessions for orientation that covers, but is not limited to:

- 1) Information about confidentiality laws and program policies and the staff person's responsibility to abide by these laws.
 - a) Iowa Code and Administrative Rules
 - b) State of Iowa Employee Handbook
 - c) Department of Inspections and Appeals Handbook
 - d) FCRB Program Policy and Procedures Manual
- 2) Information about the program's structure, service mandates, relationship to the court and human resources policies including sexual harassment and non-discrimination policies.
- 3) Lines of accountability and authority within the program.
- 4) Information about pertinent laws, regulations, and policies.
- 5) Demographics of the community and the children served.
- 6) FCRB pre-service training curriculum.

Section 1: Program Overview	Date Added: 2015
Subsection E: Professional Development of Staff	Subsection added: June 2020

1. E. Professional Development of ICAB Staff

Professional development of ICAB staff is inherent to improving the knowledge and skills of employees to advance the FCRB mission and fulfill job responsibilities. This is an ongoing process that helps employees continue to not only be competent in their profession, but also excel in it.

Policy

ICAB leadership and FCRB Coordinators will complete 12 hours of professional development each calendar year; FCRB Administrative Assistants will complete 6 hours of professional development each calendar year.

Procedure

- 1) Upon permanent employment, every employee will have a performance plan that includes an individualized professional development plan which:
 - a) Includes specific skill building, which is documented, tracked and time bound.
 - b) Includes information about the law and legal process, cultural competency, inclusion and diversity issues, and the Indian Child Welfare Act (ICWA).
- 2) Monthly supervisory meeting will identify training and skill competency development to successfully perform the position requirements.
- 3) The plan is reviewed annually as part of the employee's performance review to solicit and provide feedback; the professional development plan is revised as appropriate.
- 4) For employees with job responsibilities for delivering pre-service training, the State office will provide annual review of the training delivery with recommendations of areas of improvement. This will be included as part of the professional development plan.

Section 2: Ethical Conduct	Date Added: 2015
Subsection A: General Ethical Conduct Policy	Revision Date:

Section 2: Ethical Conduct

Purpose

This Code of Ethics provides local Board Members and staff with guidelines for professional behavior and ethical conduct. Local Board Members and staff shall abide by this Code of Ethics and all laws and regulations governing their activities.

Affected Persons

Iowa Child Advocacy Board staff, contracted Facilitators and local Board Members

2.A. General Ethical Conduct Policy

Policy

Local Board Members and staff shall uphold the credibility and dignity of the program by conducting all business in an honest, fair, professional and humane manner.

- Local Board Members and staff shall not use their authority inappropriately, nor condone any illegal act or unethical practice related to the program or community. Employees, local Board Members and State Board members shall immediately notify the ICAB office of any criminal charges filed against them.
- Local Board Members and staff shall not use the FCRB program to promote personal gain through the inappropriate use of good/materials, confidential information or by abuse of their position.
- Local Board Members and staff shall avoid any action that could adversely affect the confidence of the public in the integrity of the program.

Section 2: Ethical Conduct Date	Date Added: 2015
Subsection B: Conflict of Interest Policy	Revision Date:

2.B. Conflict of Interest Policy Related to FCRB Membership

Definition

Conflict of Interest: When a local Board Member or staff is in a situation where their personal involvement or private interest could lead to the disregard or appearance of disregard of the responsibility to discharge an official public duty in an objective and fair-handed manner.

Policy

Local Board Members and staff shall not engage in any activity that might create a conflict with their position as a member of or staff for the local Board.

Procedure

- 1) Local Board Members and staff shall handle conflicts of interests related to their positions associated with local Board as follows:
 - a) Any person with a possible conflict of interest with the FCRB reports the conflict immediately to the Local Coordinator (Staff Supervisor if the Local Coordinator is the person with the conflict). The individual will resolve the conflict to the satisfaction of the Local Coordinator (Supervisor if the Local Coordinator is the person with the conflict) or resign from the position.
 - b) If the local Board Member, staff member or facilitator does not 1) report the conflict or 2) fails to resolve the conflict or resign the position upon reporting the conflict, the Local Coordinator shall report the conflict immediately to the Supervisor for the area and Administrator for resolution. In this circumstance, the Administrator reports the conflict and needed resolution to the State Board.
 - c) If any local Board Member, staff member or facilitator fails to disclose a potential conflict of interest prior to becoming involved in a transaction or decision affected by the conflict, appropriate discipline or dismissal will be implemented.

Section 2: Ethical Conduct	Date Added: 2015
Subsection C: Non-Discrimination Policy	Revision Date:

2.C. Non-Discrimination Policy

Policy

The FCRB program shall serve and respond to requests without bias because of race, religion, sexual orientation, gender, age, national origin or handicap.

- The local Board Members and staff complete training in the operations of the court, child welfare systems, and in the dynamics of child abuse and neglect.
- The local Board Members and staff must respect a child's inherent right to grow up with dignity in a safe environment that meets the child's best interest, first and foremost with a biological parent if the parent is able to provide a minimum sufficient level of care to the child.

Section 3: Public Communication and Relations	Date Added: 2015
Subsection A: Public Communication Strategy	Revision Date:

Section 3: Public Communication and Relations

Purpose

Child Advocacy Board staff will maintain a proactive working relationship with judges, attorneys, DHS, service providers and other parties involved in cases, as well as maintain a positive community presence. Public support is a significant factor in maintaining program credibility and sustainability.

Affected Persons

Child Advocacy Board staff, contracted Facilitators and local Board Members

3.A. Public Communication Strategy

Policy

Child Advocacy Board staff actively engage in partnerships and coalitions that help mobilize resources and influence systems, enhance relationships among partners, and serve as a catalyst for changing policies, programs and practices.

Procedure

Child Advocacy Board staff are responsible for conveying information about the FCRB program to the public in their assigned areas. They carry out an ongoing program of public information and education that promotes an understanding of the program's purpose, function and place in judicial proceedings and the child welfare system. The ongoing program includes the following features.

- 1) At least annually, the Local Coordinator shall assess the FCRB's working relationship for the counties involved with local judges, county attorneys, children's lawyers and GALs, DHS and contracted service providers.
 - a) The assessment process shall include personal contact with each of these system partners.
 - b) Based on the assessment, the Local Coordinators shall develop a plan that builds upon the FCRB's successes in advocating for children and addresses any areas needing improvement.
- 2) Outreach to make known the FCRB program's role, functions and capacities to other agencies, community organizations, governmental bodies and corporations as appropriate. Lead and Local Coordinators shall perform public speaking engagements in accordance with the public communications strategy.
- 3) The FCRB program works closely with representatives from the legal and social services communities, other child advocacy programs, community service and civic groups as well as with businesses to accomplish its purposes and to foster interagency

Section 3: Public Communication and Relations	Date Added: 2015
Subsection A: Public Communication Strategy	Revision Date:

collaboration and coordination of services. Local Coordinators are encouraged to participate in child welfare collaborations within their communities.

- 4) When using social media for public communication, FCRB Members and staff shall comply with the written ICAB Social Media Policy. ([Resource 2](#))

Section 3: Public Communication and Relations	Date Added: 2015
Subsection B: Crisis Management Strategy	Revision Date:

3.B. Crisis Management Policy

Policy

ICAB Management supervises all FCRB staff. Staff members shall immediately report to the Program Administrator and Deputy Administrator concerns, questions and information that might have a significant impact on the program's credibility, reputation or funding. Crisis examples may include failure to adhere to program policy resulting in harm to a child, or media providing negative information about the work of the program.

Procedure

- 1) The Management Team members involved will assess situations with gathered facts, and inform as appropriate other key contacts (e.g. ICAB Chair; Department of Inspections and Appeals (DIA); Iowa Governor's Office; the court, other state agencies) about the developments involving the FCRB program and the potential significant negative impact on program goals or operations.
- 2) If a crisis arises at a state level that would affect a particular local program, the Administrator or Deputy Administrator shall inform the affected Local Coordinator(s) of the situation.
- 3) Direct legal and media issues to the appropriate state-level personnel. Written responses will be prepared and released in a clear, concise manner with the guidance of DIA/Iowa Governor's Office.
- 4) The involved staff members shall address the crisis intervention needs of local Board Members. ICAB Management addresses staff needs on an individual basis, in consultation with the affected person(s). Initiate intervention within 72 hours of the incident.

Section 3: Public Communication and Relations	Date Added: 2015
Subsection C: Media and Legislative Contact	Revision Date:

3.C. Media and Legislative Contact Policy

Policy

Local Boards Members and staff shall not comment on any case to the media or legislators and shall not discuss information about cases with the media or make arrangements for interviews of children or parents, regardless of their consent. The FCRB program does not exploit children and families to receive media attention. The policy of ICAB and the DIA is to ensure that employees, in the conduct of official state business, represent the official position of ICAB when having contact with legislators and members of Congress and their staff.

Procedure

- 1) If contacted by the media or a legislator regarding a case or the FCRB program, local Board Members shall contact the Local Coordinator, and the Local Coordinator shall contact the Administrator or Deputy Administrator as needed. Local Board Members may participate in providing the response, if deemed appropriate, through consultation between the Local Coordinator and Management. If the media or a legislator interviews a local Board Member, the Local Coordinator shall be present to assist in clarifying any policy and practice points needed to ensure accurate understanding.
- 2) If staff knows of an article appearing about the FCRB program, the staff member shall send a copy the article to the Administrator and Deputy Administrator.
- 3) Legislative or Congressional staff includes caucus staff, secretaries to legislators, legislative service or fiscal staff, or any other person calling on behalf of a state legislator or of Congress. If a state legislator or member of Congress or their staff with questions contact Local Coordinators and an accurate answer is available, provide the answer to the person immediately and then notify the Administrator or Deputy Administrator of the contact and response. If the question or request requires further research or written reply, contact the Administrator or Deputy Administrator immediately for further direction.
- 4) The policy does not restrict an employee's rights as a private citizen or constituent to contact state legislators, members of Congress or their staff to express his or her personal views on an issue. Employees may not make personal legislative advocacy contacts on work time.

Section 4: Promoting Cultural Competence	Date Added: 2015
Subsection A: Cultural Competence Policy	Revision Date:

Section 4: Promoting Cultural Competence

Purpose

Child Advocacy Board is committed to ensuring an equitable and fair outcome for *all* children. Local Board Members and program staff strive to increase their understanding of cultural differences and to develop competence in working with children and families with cultural backgrounds different from their own. Local Board Members and staff strive to understand the impact of racial and ethnic differences that may contribute to the disproportionate representation of children and families of color in the child welfare system.

Affected Persons

Child Advocacy Board staff, contracted facilitators and local Board Members

4.A. Cultural Competence and Cultural Humility

Policy

CAB staff, including FCRB facilitators, and local Board Members shall apply cultural competence in every aspect of professional conduct and foster care review practices.

Procedure

- 1) Using training resources and other learning opportunities, all staff and local Board Members are expected to develop:
 - a) A sense of cultural humility, that is, the ability to maintain an approach in interpersonal relationships that is open to the aspects of cultural identity that are most important to the children and families served by the FCRB program, and
 - b) Increased individual and team cultural competence, that is, a set of principles, behaviors and practices that, together, enable the FCRB program to work effectively in cross-cultural situations.

Section 4: Promoting Cultural Competence	Date Added: 2015
Subsection B: Community Partnerships Policy Subsection C: Recruitment for Diversity Policy	Revision Date:

4.B. Community Partnerships

Policy

Staff shall identify and promote opportunities for local Board Members to collaborate with child welfare providers and court representatives to increase cultural humility and cultural competence in a manner that helps identify and address the root causes of disproportionality in child welfare and justice systems.

4.C. Recruitment for Diversity

Policy

Local Coordinators shall establish written local Board Member recruitment plans which demonstrate that inclusiveness and diversity are essential components of quality advocacy and includes targeted strategies to attract local Board Members from diverse cultural and ethnic backgrounds.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection A: Recruitment Plan	Revision Date:

Section 5: FCRB Member Recruitment, Selection, Training and Retention

Purpose

The FCRB program is inclusive and committed to establishing a volunteer pool that represents a cross section of the professional, personal and cultural backgrounds needed to understand and advocate effectively for the permanency needs of children served by each FCRB.

Affected Persons

Child Advocacy Board staff and local Board Members

5.A. Recruitment Plan: Professional, Personal and Cultural Diversity

Policy

Each Local Coordinator has a written plan for recruiting and selecting local Board Members who represent a cross section of the professional, personal and cultural backgrounds needed to understand and advocate effectively for the permanency needs of children served by each FCRB. The recruitment plan describes how professional and cultural inclusiveness and diversity are essential components of quality advocacy. It includes targeted strategies to attract Members from diverse cultural and ethnic backgrounds, gender, professional and personal backgrounds, and a variety of age groups and socio-economic levels.

Procedure

- 1) Local Coordinators shall, in consultation with a supervisor, review and revise FCRB recruitment plans ([Resource 33](#)) whenever the coordinator forecasts a local Board Member vacancy or a vacancy has occurred. Upon completion, the Local Coordinators submit a copy of the plan to the Administrator and Deputy Administrator for final approval.
- 2) The staff may use a variety of recruitment methods to meet the goals set forth in their recruitment plans.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection B: Recruiting New FCRB Members	Revision Date: February 2019

5.B. Recruiting New Local Board Members

Policy

Implement recruitment activities when a board vacancy occurs or a new foster care review boards is established.

Procedure

- 1) The Local Coordinator personally contacts potential candidates who meet the recruitment criteria for the vacancy to explain the program, the attributes needed in the person selected to fill the vacancy, answer questions about this volunteer commitment.
- 2) Enter all inquiries into ICAB's online data system.
 - a) On the Volunteer Inquiry screen, enter all required information and any additional information received from the interested individual. Document the person's email address in the Notes section unless an email field is available.
 - b) The Local Coordinator is required to make a minimum of three contacts/attempts with each inquiry within 60 days of the first contact (if the person has not submitted an application in those 60 days). Enter a note in the Volunteer Inquiry screen Notes field. The note will include the name of the staff member who contacted the inquiry, the date of contact and any other relevant information.
 - c) If the Local Coordinator makes three unsuccessful contacts or attempts, he/she will process the inquiry off the dashboard by entering an Outcome of Inquiry in the Volunteer Inquiry Screen.
 - If the person has become unresponsive, select "Never Called Back"
 - If the person wants to wait until a later date to apply, select "Requested More Information"
 - If the person applied but did not drop off the Inquiry Dashboard, select "Application Received"
 - d) Contact information for processed inquiries (inquiries removed from the Inquiry Dashboard) remains in the data system. To retrieve the information,
 - Conduct an Inquiry Search from the Case Management drop-down on the menu ribbon
 - Enter last name, Search
 - Click on the pencil to edit the Inquiry
 - Note: all prior notes entered are still available

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection B: Recruiting New FCRB Members	Revision Date: February 2019

- Change the Outcome of Inquiry to the blank field (first in the drop-down list)
 - Save
 - The individual will return to the Inquiry Dashboard for updating and processing
- 3) If interest continues following the contact, the Local Coordinator will direct the potential candidate to the CAMS online application URL to complete an online application. The Local Coordinator may also email the potential candidate:
 - a) Iowa FCRB Program Fact Sheet ([Resource 5](#))
 - b) Board Member Job Description ([Resource 6](#))
 - 4) The Local Coordinator may also provide a standardized packet of written information if requested by the inquiry. The packet may be provided during an in-person meeting or sent by regular mail or email. The packet includes:
 - a) Cover letter ([Resource 3](#))
 - b) Application ([Resource 4](#)) - *only use if the candidate is not able to complete an online application*
 - c) Iowa FCRB Program Fact Sheet ([Resource 5](#))
 - d) Board Member Job Description ([Resource 6](#))
 - 5) If the potential candidate expresses interest in applying for the vacant FCRB position, the Local Coordinator will schedule an interview that will include completion of the FCRB volunteer application form online.
 - 6) The Local Coordinator arranges for a potential candidate to visit a FCRB meeting (signing the confidentiality form), with the expectation to observe the process for several reviews and interact with the local Board Members between reviews or during scheduled breaks. Observation of a local board can occur anytime during the on-boarding process; the volunteer must observe a board prior to taking the Oath of Confidentiality administered by a Judge.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection C: Screening Process	Revision Date: June 2020

5.C. Screening Process

Policy

All potential applicants shall complete a formal interview, submit references and complete background checks as part of the screening process for local Board Members.

- Prior Board Members or Facilitators, who left the program two or more years ago, must complete all on-boarding and pre-service training requirements prior to serving a three-year term on a local Board.
- Board Members who take a leave of absence during a term may return within the three-year term without any additional screening; coordinator can determine the need for refresher training.
- Board Members who resign from a local Board but return within one year of leaving a local Board may return without any additional screening or pre-service training; a new three-year term begins.

Procedure

- 1) Completing the FCRB Interview
 - a) The Local Coordinator will schedule a time to meet with each interested applicant to conduct an interview and complete the online FCRB volunteer application. When scheduling the interview, the Local Coordinator will request that the potential candidate bring all information needed to complete the online application including personal reference contact information.
 - b) The interview process is a way for the Local Coordinator to meet face to face with the applicant and get to know more about the individual, the person's qualifications and the match between those qualifications and the needs identified in the FCRB Recruitment Plan established [pursuant to Section 5.a.] The Board Member Applicant Interview Form provides a guide for conducting the interview and documenting the information obtained. ([Resource 20](#))
 - c) If the potential candidate provides no disqualifying information during the interview and remains interested in applying, the Local Coordinator will immediately direct the applicant to complete the FCRB volunteer application if not already submitted. The following persons are not eligible to serve on a local Board:
 - Employees of ICAB, DIA, DHS, the District Court, an agency providing services to DHS for children
 - A foster parent providing foster care
 - Persons who would be screened out through records checks (see paragraph f)

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection C: Screening Process	Revision Date:

- d) Upon completion of the application, the Local Coordinator will explain the next steps and timeline for the selection process and ask the applicant to complete and sign the back-ground check releases, as follows:
- Child Abuse Registry – use [Resource 7: DHS Child Abuse Check](#)
 - Iowa Child Advocacy Board Form – use [Resource 8](#), which covers:
 - Sex Offender Registry Check
 - Iowa Criminal Record Check with DCI
 - National Criminal Record Check includes SSN verification
- e) The Local Coordinator will Fax or scan/email signed forms to the State Office Administrative Assistant for processing. Complete background checks prior to the Member completing pre-service training.
- f) Screening based on records checks
- Staff do not accept applicants who refuse to sign required background check releases.
 - Any applicant found to have been convicted of, or having charges pending for, a felony or misdemeanor involving a sex offense, child abuse or neglect or related acts that would pose a risk to children or to program credibility is not accepted as a Member.
 - Staff do not approve an applicant with a documented criminal domestic abuse, child physical abuse offense or sexual abuse documented on the abuse registry.
 - The Administrator may make an exception for an applicant with convictions for other types of misdemeanors or felonies that would not pose a risk to children or program credibility.
 - Local Coordinators may request an exception from the Administrator if an applicant has a negative background check finding. Examples of offenses that may qualify for an exception include:
 - An operating while intoxicated (OWI) offense older than 4 years with documented completion of successful treatment.
 - A drug offense older than 8 years with documented completion of successful treatment.
 - A felony conviction of truth and veracity offenses more than 10 years old.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
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g) Screening based on Personal Reference Checks

- The Local Coordinator will send a Confidential Personal Inquiry Questionnaire to the three (3) references provided by the applicant, all of whom are unrelated to the applicant. (Resources 9: Personal Inquiry Letter and 10: Personal Inquiry Questionnaire.)

Document reference checks in ICAB's data system; upload completed references to the Volunteer face sheet: Documents.

- Each applicant needs three (3) completed references on file to meet ICAB requirements.
- The Local Coordinator reviews the references as part of the screening process for the applicant. The Local Coordinator may also contact DHS supervisors regarding the names of any applicants. DHS may be aware of potential conflicts of interest with some applicants. The Local Coordinator considers the information when screening the applicant.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection D: Selection of Local Board Members	Revision Date: July 1, 2017

5.D. Selection of Local Board Members

Policy

The State Board shall select five members and two alternate members to serve on each local board in consultation with the chief judge of each judicial district. (Iowa Code §237.19). In September 2002, the state board delegated to the ICAB staff the responsibility to select, in consultation with the chief judge, five Members and two alternate Members to serve on each local board. As a practical matter, each of the seven Members of the local boards are seen as full Members, with all expected to attend every board meeting and to be prepared to share the duties. The Members of each local board shall consist of persons of the various social, economic, racial, and ethnic groups and various occupations of their district and who have demonstrated an interest in children and their welfare through community service or professional experience.

Procedure

- 1) The Child Advocacy Board delegates responsibility to the Administrator to develop and for local board coordinators to implement an application, recruitment, screening and training process for appointments to vacated local board positions:
 - a) The process will culminate in the coordinator's preparation of a written selection rationale statement about the prospective appointee to the child advocacy board.
 - Local Coordinator will prepare the Rationale Statement ([Resource 46](#)) with the application and submit it to the Deputy Program Administrator via email by the 10th calendar day of the month (or the following work day if the 10th falls on a weekend) preceding the applicant's intended start date with the local board.
 - b) The Administrator (or designee) will submit each written selection rationale statement electronically to all child advocacy board members no later than 30 calendar days prior to the beginning date of the local board member's prospective term. If a board member vacates the position mid-term, the selection process and resulting written selection rationale statement shall be submitted to the child advocacy board as soon as practicable.
 - The Deputy Administrator sends the rationale statements to the State Board by the 13th calendar day of each month (or the following workday if the 13th falls on a weekend).
 - c) Within 15 calendar days after receipt of the written selection rationale statement, any State Board Member may request a telephonic Child Advocacy Board meeting to review a prospective appointment. During the meeting, State Board Members may raise questions and then vote for the approval or disapproval of the prospective appointment.
 - d) If no meeting is requested, the prospective local board member is deemed approved by the State Board.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection D: Selection of Local Board Members	Revision Date: June 2018

- 2) A person employed by the department of inspections and appeals, the department of human services, the judicial department, an employee of an agency with which the department of human services contracts for services for children under foster care, or a child-placing agency shall not serve on a local board. The Local Coordinator shall communicate to the chief judge (or designee) and to the DHS designee for the Service Area the names of potential Members, and shall pay attention to input received.
- 3) Vacancies on a local Board shall be filled in the same manner as original appointments are made, following Board composition expectations listed in 1) above. For Boards reviewing youth from a cluster of counties, the expectation will be for the Board membership to reflect residency from various counties represented. When a vacancy occurs, the Local Coordinator will review the remaining local Board composition and specifically recruit to fulfill the expectations for diversity listed above. Follow the screening process once an eligible potential volunteer meets the criteria to serve.
- 4) The term of a local Board Member's appointment shall not exceed three years. The Child Advocacy Board shall fix the tenure of individual appointments so that no more than one-third of the membership's terms expire in a given year. The following will occur when a Board Member's term is renewed:
 - a. Local Coordinator will submit a FCRB Rationale Statement for renewal following policy and procedures as outlined in 1) above (see 5.G.3 for additional information);
 - b. Local Coordinator will have the Board Member sign background checks for a three-year check; submit the signed background check forms to the State Office for processing;
 - c. Document results of the background checks in CAMS and upload the completed checks to the Volunteer Face sheet in CAMS.
- 5) In January of each year and within one month of any Board changes, the **Administrative Assistant** will update the FCRB Member lists to reflect new appointments and changes in Board Chair and Co-Chair positions.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection E: Member Training Requirements	Revision Date: June 2020

5.E. Member Training Requirements

Policy

Local Board Members who serve on a FCRB shall successfully complete all pre-service training requirements as outlined by the FCRB Program. In addition to pre-service training requirements, each Member will complete 6 hours of ongoing training each year, prorated to their start date during the first year of service.

Procedure

- 1) Prior to being sworn in, the prospective local Board Member shall schedule and complete pre-service training requirements with the Local Coordinator. The Local Coordinator delivers the individualized training locally. In the event that the prospective applicant is required to travel more than 50 miles for training, the person may claim mileage for the travel. To do so, the applicant will complete a W-9 Form ([Resource 11](#)) and a Travel Claim Form ([Resource 12](#)) and submit to the Local Coordinator.
Consult the Iowa Department of Administrative Services website for reimbursement rates. https://das.iowa.gov/sites/default/files/acct_sae/travel-relo/in_state_travel_reimbursement_summary.pdf

For additional information on receipts, view the [Meal Receipt FAQ](#) .

- 2) The training includes the following components as required by Iowa law:
 - a) The history, philosophy and role of the juvenile court in the child protection system.
 - b) Juvenile court procedures under the juvenile justice act.
 - c) The foster care administrative review process of the department of human services.
 - d) The role and procedures of the citizen's foster care review system including case file management and confidentiality.
 - e) The Adoption Assistance and Child Welfare Act of 1980, Pub. L. No. 96-272.
 - f) The purpose of case permanency plans, and the type of information that will be available in those plans.
 - g) The situations where the goals of either reuniting the child with the child's family or adoption would be appropriate.
 - h) The legal processes that may lead to foster care placement.
 - i) The types and number of children involved in those legal processes.
 - j) The types of foster care placement available, with emphasis on the types and number of facilities available on a regional basis.
 - k) The impact of specific physical or mental conditions of a child on the type of placement most appropriate and the kind of progress that should be expected in those situations.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection E: Member Training Requirements	Revision Date:

3) In-Service Training

- a) A local Board Member shall complete a minimum of 6 hours of in-service training annually, prorated for the member's start date during the year. The training includes a required session on securing and maintaining confidential information.
- b) Board Members receive the required annual amount of in-service training during board days. Some of the training topics are required training topics provided on a cyclical schedule. This will include refresher training on such topics as safeguarding confidential hard copy and automated information and documents, Board review and reporting expectations, and frequently occurring child and family issues such as domestic violence, mental health and substance abuse. Local Coordinators may select additional topics to meet the specific learning needs of local Board Members.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection F: Swearing-In Ceremony	Revision Date: June 2018

5.F. Swearing-In Ceremony

Policy

A local judge or designee administers an Oath of Confidentiality with all local Board Members prior to the start of the Board Member's service on a local foster care review board.

Procedure

- 1) The prospective local Board Member shall read the Iowa Code sections (Resource 13) in preparation to take the Statement of Confidentiality Oath; the presiding juvenile court judge or designee administers the oath prior to start of the Board Member's service on a local foster care review board.
- 2) The Local Coordinator shall schedule a time with the Judge for the appointment ceremony; making sure the prospective local Board Member is available. In some areas of the state, Local Coordinators may be able to arrange for the local Judge to attend the final training session and swear in all the volunteers at one time.
- 3) The judge or designee conducts an appointment ceremony using the Statement of Confidentiality Oath ([Resource 14](#)).
- 4) The Local Coordinator stores a copy of the oath in the local Board Member's electronic record in ICAB's data system; give the original oath to the local Board Member.
- 5) Consult the guide for conducting a swearing-in ceremony available through the ICAB website staff resources. ([Resource 15](#))

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection G: Member Retention and Recognition	Revision Date: June 2020

5.G. Member Retention and Recognition

Policy

Local Coordinators shall maintain a personal, yet professional relationship that recognizes and rewards the good work of local Board Members.

Procedure

- 1) Local Coordinators shall establish an active retention plan for recognizing local Board Members and rewarding good work.
- 2) Local Board Members approve or deny permission to take and print their photographs online and in ICAB publications by completing [Resource 21](#). If ICAB seeks to use the photographs for any other purpose, staff requests specific permission for that purpose.
- 3) The Administrator shall develop a local Board Member evaluation process. The Local Coordinator shall complete the evaluation process at least one time for each local Board Member during the individual's three-year term. The Local Coordinator shall consider the results of the evaluation when determining whether to seek appointment of the local board member to a successive term. When seeking reappointment, the Local Coordinator:
 - a) Submits a written selection rationale statement to the FCRB Program Manager for submission to the child advocacy board for review **prior to the start of the new term**; the Local Coordinator shall include a summary of the progress evaluation results for the local Board Member.
 - b) **When seeking reappointment of a Board Member for a new three-year term, new background checks must be submitted to the State Office prior to the start of the new term. Refusal by the Board Member to sign and consent to background checks results in dismissal from the program.**
 - Child Abuse Registry – use [Resource 7: DHS Child Abuse Check](#)
 - Iowa Child Advocacy Board Form – use [Resource 8](#), which covers:
 - Sex Offender Registry Check
 - Iowa Criminal Record Check with DCI
 - National Criminal Record Check includes SSN verification
- 4) A local Board Member may serve continuous successive terms when agreed upon by the coordinator and approved in accordance with this rule.

Section 5: FCRB Member Recruitment, Selection, Training and Retention	Date Added: 2015
Subsection H: Dismissal of a FCRB Member	Revision Date: June 2020

5.H. Dismissal of a FCRB Member

Policy

Local Coordinators dismiss a Board Member from the FCRB program when the Member meets the grounds for removal.

Definition

- 1) Grounds for removal are:
 - a) Not completing six (6) hours of continuing education sessions.
 - b) Missing two consecutive board meetings or four board meetings in a year's period, without justifiable cause as determined by the Local Coordinator.
 - c) Releasing confidential information pursuant to Iowa Code sections 600.16, 217.30, 235A.15, 237.21, chapters 21 and 22 and other statutory provisions requiring confidentiality.
 - d) Any action or behavior that is inconsistent with the purpose and objectives of Iowa Code sections 237.15 to 237.22, the board, and these rules.
 - e) **Refusal to sign and consent to background checks for each term served.**

Procedure

- 1) The Local Coordinator will inform the Administrator if grounds for removal of a local Board Member are evident.
- 2) If in agreement, the Administrator shall write a letter requesting the Child Advocacy Board take action with specific cause and identify the nature of the cause for removal of the local Board Member. Provide a copy of the request to all Child Advocacy Board members and the person in question at least 15 calendar days in advance of the Child Advocacy Board meeting to address the matter.
- 3) The person in question may enter written or oral testimony to the child advocacy board 10 calendar days in advance for the Child Advocacy Board's consideration.
- 4) The Child Advocacy Board shall make the final decision, with no further appeal available, when a quorum is present by an affirmative majority vote. Provide written notice of the decision to the local Board Member and reflect the decision in the board minutes.

Section 6: Safeguarding Staff & Volunteers	Date Added: July 1, 2017
Subsection A: Weapons	Revision Date:

Section 6: Safeguarding Staff and Volunteers

Purpose

To ensure staff and volunteers are able to work in environments free from physical, verbal, and psychological violence and threats of violence.

Affected Persons

Child Advocacy Board staff, contracted facilitators and local Board Members

6.A. Weapons

Policy

No Department of Inspection and Appeals (DIA) employee shall carry or possess firearms or any other weapons while on duty. See the Violence Free Workplace Policy in the Department of Administrative Services Handbook.

https://das.iowa.gov/sites/default/files/hr/documents/MS_manual/Policy-WorkplaceViolence.pdf

- Regardless of whether a volunteer Board Member possesses a non-professional concealed weapons permit, those volunteering for the FCRB program may not possess a weapon at any time while conducting any work within the scope of FCRB duties. This includes possession of firearms, electroshock weapons, knives, explosives and any chemical whose purpose is to cause harm to another person. ICAB staff and volunteers will not bring weapons onto any property owned or leased by the Child Advocacy Board or brought to any property where an ICAB-sponsored event or training is taking place. Volunteers may not possess weapons on their person while conducting FCRB work.
- Advocates with a Peace Officer or Professional Weapons Permit (i.e. law enforcement officials or members of the military) are encouraged to conduct FCRB-related business off work time.
- **Concealed Weapons Signs:** "Some states that allow residents to carry a concealed weapon (CCW), with or without a required permit, have "opt out" laws that empower a private business to voluntarily create a "weapons free" zone by posting a "no concealed weapons allowed" sign on their premises. Iowa law does not empower a business to create a "weapons free" zone by posting a sign, nor does it explicitly forbid the posting of such signs at businesses or facilities where CCW is forbidden." *Source: Compliance-Resource Bulletin, State-Iowa.*

Section 6: Safeguarding Staff & Volunteers	Date Added: July 1, 2017
Subsection B: Board Safety	Revision Date:

Purpose

To ensure FCRB facilitators and volunteers are able to fulfill their role in environments free from physical, verbal, and psychological violence and threats of violence.

Affected Persons

Contracted facilitators, local Board Members and all persons who attend local foster care review board meetings.

6.B. Board Safety

Policy

The Child Advocacy Board promotes a culture of safety for facilitators and local Board Members. CAB encourages safe practices that include, but are not limited to, setting up meeting spaces so people can exit easily in potentially violent situations, holding meetings in facilities with secure entrance where available, restricting access to objects that may be used as weapons and having a fully charged mobile phone available during the meeting for emergencies.

FCRB facilitators and volunteers receive board safety education through the pre-service training curriculum and ongoing in-service sessions. Board safety training can include skill building in risk assessment, risk reduction, and verbal de-escalation techniques.

Procedure

In the event an incident occurs during a foster care review board meeting, the following steps shall be taken:

1. Facilitator uses verbal de-escalation techniques to reduce the risk.
2. If a situation escalates, direct the individual to leave.
3. Contact the police if any party feels they or others are in imminent danger.
4. The facilitator shall notify the local coordinator as soon as possible following the incident.
5. The facilitator documents the incident in the FCRB report.

In the event someone notifies the local FCRB office of the potential that an interested party may become verbally or physically aggressive at a review meeting and request police presence, the FCRB staff shall:

1. Direct the individual making the request for police presence to arrange this with law enforcement.
2. Notify the FCRB facilitator and local Board Members of the potential risk so they can take precautions.
3. Remind the FCRB facilitator to obtain the names of any law enforcement officials that are present during the review and document his/her presence in the FCRB report.

Section 6: Safeguarding Staff & Volunteers	Date Added: July 1, 2017
Subsection B: Board Safety	Revision Date:

In the event the FCRB facilitator or a local Board Member contacts the Local Coordinator or administrative assistant with concerns about the risk for a potentially escalated situation based on documentation in the case file, the administrative assistant shall:

- 1) Contact the DHS case manager for more information.
- 2) Share the information with the local coordinator and consult about whether police need to be present.
- 3) If the decision is made to request police presence, the administrative assistant shall contact the local law enforcement office to arrange police presence per the local law enforcement protocol.

In the event an interested party presents at the review and is suspected to be under the influence of alcohol or illegal substances, the following steps shall be taken:

- 1) The facilitator consults with the interested parties present to assess the individual's ability to participate in the review.
- 2) If it is determined the individual cannot reasonably participate in the review, then (s)he shall be offered the option of making a statement to the Board before leaving. The Board report shall include the individual's presence, statement if given and documentation that the facilitator asked the individual to leave due to suspicion of being under the influence of some substance.
- 3) If it is determined the individual can reasonably participate in the review, then the Board will follow the prior safety procedures if needed.
- 4) If during the review it is made known that the individual is under the influence, the Board report shall reflect the information that was reported.

Section 7: FCRB Review Process	Date Added: 2015
Subsection A: Initiation of Case	Revision Date: July 2017

Section 7: FCRB Review Process

Purpose

CAB is committed to providing a standardized, quality review process, where funded, for children in foster care placements. Pursuant to Iowa Code §237.19, "The state board shall establish local citizen foster care review boards to review cases of children receiving foster care. The department shall discontinue its foster care review process for those children reviewed by local boards as local boards are established and operating."

Affected Persons

Child Advocacy Board staff, contracted facilitators and local Board Members

7.A. Initiation of Case

Policy

Upon receipt of information regarding a child in foster care, local administrative staff shall initiate a case record in CAB's FCRB database to track and monitor the case through the FCRB process until case dismissal.

Procedure

Refer to Appendix 2. FCRB Process for complete procedural steps on how to initiate a case.

[Appendix 2](#)

- 1) FCRB staff shall receive a monthly report from IDHS that contains a complete listing of children removed from parental custody.
- 2) FCRB staff shall review the list and identify new cases and discharges.
- 3) Local staff creates a case record in ICAB's data system for each new child eligible for a foster care review.

Section 7: FCRB Review Process	Date Added: 2015
Subsection B: Preparing for and Scheduling of Reviews	Revision Date: July 2017

7.B. Preparation for and Scheduling of Reviews

Policy

Local administrative staff shall prepare and schedule timely reviews for children in out-of-home placements. Pursuant to Iowa Code §237.20, "The timing and frequency of a review of each case by a local board shall take into consideration the permanency goals, placement setting, and frequency of any court reviews of the case."

Procedure

Refer to Appendix 2. FCRB Process for complete procedural steps in how to prepare for and schedule reviews. [Appendix 2](#)

- 1) The AA shall create a prelist at 60 calendar days prior to review day.
- 2) The AA shall create an agenda 40 calendar days prior to review.
 - a) The AA shall take into consideration number of reviews, permanency status, sibling groups and no-contact orders when scheduling reviews.
 - Individual youth/sibling cases in which the court has issued a "No Contact" order between parents will require separate slots and separate FCRB Reports that reflect only information related to the specific parent;
 - If the "No Contact" order is between the child and parent(s), the AA schedules a review slot for the youth separate from the parents. The AA invites DHS, GAL, FSRP, placement and any provider working with the child to the child's review. When a case has a no contact order between the child and parent(s), the AA shall consult with the **FCRB Coordinator (FCRB Program Manager, if coordinator is not available)** for scheduling and report distribution. Note: the agenda may include a time buffer between reviews where no contact is ordered.
 - b) The AA will contact the Local Coordinator and DHS Supervisor designated for the area at 35 calendar days prior to review to finalize agenda. ([Resource 17](#))
 - c) If the DHS Supervisor does not respond to the review request within 2 working days, the AA will contact the Service Areas designated SWA.
- 3) The AA will distribute the agenda to the following persons by email 30 calendar days prior to the review:
 - a) DHS Caseworker
 - b) DHS Supervisor
 - c) County Attorney
 - d) Juvenile Court Judge
 - e) Facilitator
 - f) Local Coordinator
- 4) The AA will verify information pertaining to cases is correct and ensure receipt of all information.
- 5) The AA will send notification of the review to all interested parties 21 calendar days prior to the review by completing the steps listed below in the FCRBDB. All notices shall

Section 7: FCRB Review Process	Date Added: 2015
Subsection B: Preparing for and Scheduling of Reviews	Revision Date: March 2019

include a statement that the person notified has the right to representation by counsel at the review. In addition to the parties listed under 3) above, the AA will send notices to:

- The parent or parents of the child unless termination of parental rights has occurred;
- The foster care provider of the child;
- The child receiving foster care if the child is fourteen years of age or older;
- The guardian ad litem of the foster child.
- The person providing services to the child.
- The child's attorney

FSRP, BHIS, Therapists, CASA Advocates and Coaches and school personnel are also invited to reviews where applicable as a "person providing services to the child".

- 6) Intervener(s) and Counsel for Intervener(s)
 - a) If an intervener is a person identified in Code Section 237.20, 4. a., the AA will notify and invite the person to attend a local foster care review.
 - b) If an intervener is not a person identified in Code Section 237.20, 4. a, he/she will not be notified and invited to attend a local foster care review; however, the FCRB AA will request written testimony from the intervener and intervener's counsel. Follow the procedural steps in Appendix 2 when requesting written testimony from an Intervener and Counsel for the Intervener. [Appendix 2](#)
- 7) The AA will prepare and ensure distribution of the following documents for review day for completion by the Facilitator, local Board Members and interested parties:
 - a) Facilitator Invoice ([Resource 23](#))
 - b) Chair Meeting Summary ([Resource 24](#))
 - c) Facilitator Summary ([Resource 26](#))
 - d) FCRB Tracking Sheet for Hours and Miles ([Resource 27](#))
 - e) Comment Cards ([Resource 25](#))
 - f) LQ Worksheet ([Resource 29a](#))
 - g) Confidentiality Form ([Resource 40](#)) & Release Forms ([Resource 39](#))
 - h) In-service training materials and evaluation forms when scheduled
- 8) The AA will seek to verify that a quorum (minimum of 3 Members) is available for an FCRB meeting, by monitoring feedback from Chairperson Summaries, Facilitator Summaries, communication from local Board Members, and other sources.
- 9) The Facilitator shall arrange to be present for all FCRB meetings, and to prioritize the work of the FCRB review day over other interests. It is expected that the Facilitator will schedule vacations and other time off to not interfere with FCRB meetings, as any absences from a review meeting would create a hardship for local Board Members,

Section 7: FCRB Review Process	Date Added: 2015
Subsection B: Preparing for and Scheduling of Reviews	Revision Date: March 2019

families, and ICAB staff. If a situation arises wherein the Facilitator must be absent, efforts will be made to hold the meeting utilizing a back-up facilitator. Facilitator absences shall be addressed in the following manner:

- a) Unanticipated absence: If a Facilitator has a last-minute emergency arise which will require the Facilitator to either be late for the meeting or absent from the meeting altogether, it is imperative that the Facilitator informs the Local Coordinator and AA by direct phone contact as soon as possible. The Facilitator arranges to provide the draft FCRB Reports to the Local Coordinator and AA. Depending on availability of a substitute, the meeting start time may need to be delayed or the meeting day cancelled altogether.
- b) Anticipated absence: If a Facilitator must be absent due to a known situation such as a funeral, the Facilitator contacts the Local Coordinator by direct phone contact as soon as the conflict is known, so that options/arrangements for coverage can be discussed.

Section 6: FCRB Review Process	Date Added: 2015
Subsection C: Conduct of the Review	Revision Date: July 2017

7.C. Conduct of the Review

Policy

A local board shall, except in delinquency cases, do the following:

1. Review the case of each child receiving foster care assigned to the local board by the state board to determine whether satisfactory progress is being made toward the goals of the case permanency plan pursuant to section 237.22. The timing and frequency of a review of each case by a local board shall take into consideration the permanency goals, placement setting, and frequency of any court reviews of the case.
 - a. During each review, the agency responsible for the placement of or services provided to the child shall attend the review and the local board shall review all of the following:
 - (1) The past, current, and future status of the child and placement as shown through the case permanency plan and case progress reports submitted by the agency responsible for the placement of the child and other information the board may require.
 - (2) The efforts of the agency responsible for the placement of the child to locate and provide services to the biological or adoptive parents of the child.
 - (3) The efforts of the agency responsible for the placement of the child to facilitate the return of the child to the home or to find an alternative permanent placement other than foster care if reunion with the parent or previous custodian is not feasible. The agency shall report to the board all factors that either favor or mitigate against a decision or alternative with regard to these matters.
 - (4) Any problems, solutions, or alternatives which may be capable of investigation, or other matters with regard to the child which the agency responsible for the placement of the child or the board feels should be investigated with regard to the best interests of the state or of the child.
 - (5) The compliance of the interested parties with the decision-making rights and responsibilities contained in the family foster care or pre-adoptive care agreement applicable to a child.

Procedure

Refer to Appendix 2. FCRB Process for complete procedural steps on how to conduct a review.

[Appendix 2](#)

Section 7: FCRB Review Process	Date Added: 2015
Subsection D: Post Review Activities	Revision Date: June 2018

7.D. Post Review Activities

Policy

FCRB staff and facilitators shall complete reports and post-review paperwork according to deadlines specified in the procedures.

Procedure

- 1) Facilitator will complete and submit to the assigned FCRB Editor draft reports on FCRB letterhead within 5 calendar days of review day. Use Resource 32a-c: FCRB Report Templates (There are three different templates).
- 2) The FCRB Editor will review the draft report with the Facilitator by phone and the Facilitator will correct or edit the report as directed and return the corrected copy to the FCRB Editor within 2 working days.
- 3) Upon receipt of the corrected report, the FCRB Editor will repeat the activity in 2) above if further corrections are needed. When the report is completely correct, the Facilitator will transmit the report to the AA within 12 calendar days of the review meeting. AA will use information in the FCRBDB to check and correct any errors in the report's first portion (regarding dates, juvenile number, review number, next review date, etc.) and the report's final portion (attendees, distribution of report).
- 4) Facilitator will submit necessary documentation to the AA within 5 business days:
- 5) When applicable, upon receipt of the FCRB Editor-approved Board Reports and all documents listed in paragraph 4, the AA will process the Facilitator Invoice and forward to the state office AA for further processing. See [Appendix 1: FCRB Facilitator Handbook](#) for payment information on pages 12.
- 6) No later than 15 calendar days after the FCRB hearing, the AA will input the report into the FCRBDB.
- 7) If a Facilitator fails to submit any final report within 12 calendar days, the AA shall notify by email the FCRB Editor and Deputy Administrator of each missing report. AA will transmit final reports within 15 calendar days post review.
- 8) AA shall process Comment Cards using the format established for the FCRB program.
- 9) AA shall input information into Administrative Report on the shared drive.
- 10) AA shall send the Chairperson and Facilitator Summary Sheets to the Local Coordinator.
- 11) AA will document the Barriers identified in FCRB report using the format established for the FCRB program.
- 12) AA shall prepare case files for distribution and collect case file documents post review.

Section 7: FCRB Review Process	Date Added: 2015
Subsection E: FCRB Hearing Cancellation	Revision Date:

7.E. FCRB Hearing Cancellation

Policy

FCRB staff shall assess the need to cancel reviews on a case-by-case basis and follow procedural guidelines when making cancellation decisions.

Procedure

- 1) Cancellation of individual reviews.
 - a) When a child/group scheduled for review returns home or is adopted prior to the review day, the AA shall remove the child/group from the agenda and revise the agenda accordingly. The revised agenda will be sent to appropriate DHS staff and Facilitator.
 - b) The AA will send a cancellation notice to interested parties for the child/group that is taken off the agenda.
 - c) When the review times for other children on the agenda have changed, the AA shall enter the new review times and send new notifications to affected interested parties.
 - d) If the child goes home within 2-3 calendar days of the scheduled review, then the AA shall enter "training" into the vacant slot instead of changing other review times due to short notice.
- 2) Cancellation of FCRB meetings due to inclement weather.
 - a) For weather-related issues, the Local Coordinator shall consult with the Facilitator and Chairperson to make a determination about delaying or canceling a board day.
 - b) If a change is determined to be necessary, the Local Coordinator will inform the AA who will immediately notify the Members and IPs about the delay/cancellation.
 - c) The Local Coordinator/AA will also notify the meeting facility about the cancellation.
- 3) Cancellation of FCRB meetings due to meeting facility issues.
 - a) If the facility used for the FCRB meeting is closed on the day of the meeting with little notice, the Facilitator shall consult with the Local Coordinator to determine whether another convenient, alternate facility is available. If no facility is available, the Facilitator shall notify the Chairperson and the FCRB meeting will be cancelled.
 - b) Local Coordinator shall inform the AA who will immediately notify the local Board Members and the IPs about the cancellation.
- 4) Rescheduling a cancelled FCRB meeting.
 - a) When a meeting day is cancelled, the Local Coordinator shall determine a new date for the reviews to be held after checking with the local Board Members, meeting location and Facilitator about availability. The Local Coordinator shall notify the AA of the new date.
 - b) AA shall update the Review screens in the FCRBDB with the new date and time.
 - a) AA shall revise the agenda and send it to the agenda recipients and local Board Members, and will send new notifications to IPs.

Section 7: FCRB Review Process	Date Added: 2015
Subsection F: Foster Care Review Board Database Maintenance	Revision Date:

7.F. Foster Care Review Board Database (FCRBDB) Maintenance

Policy

Maintain child case records in the Foster Care Review Board Database on a consistent basis, as the data entered into the Database is necessary for the required reports.

Procedure

- 1) AA shall process mail in the FCRBDB as it comes in.
- 2) If termination of parental rights occurs, the AA shall update FCRBDB Interested Parties.
- 3) AA shall complete Monthly Administrative Report on the Google Drive by the 5th working day of the following month.
- 4) AA shall complete Quarterly 4E Reports.
- 5) AA shall complete monthly IP Attendance report and send excel version to Deputy Administrator for FCRB after entering all monthly reports into the FCRBDB. The DA compiles monthly attendance reports and distributes a quarterly IP attendance report to DHS SAMs and SWAs in addition to making it available for ICAB staff.
- 6) AA shall complete additional reports upon request.

Section 7: FCRB Review Process	Date Added: 2015
Subsection G: FCRB Leadership	Revision Date:

7.G. Foster Care Review Board Leadership

Policy

Annually (generally during December) every FCRB will hold an election for the positions of Chairperson and Vice Chairperson.

Procedure

- 1) The Facilitator is to preside over the election process as outlined in the FCRB Facilitator Handbook.
- 2) At the end of a local Board Member's term, the Member shall participate in a progress review of his/her service to the FCRB. ([Resource 37](#))
- 3) It is important for the Facilitator to meet the needs of the local Board Members and to complete the requirements in the contract with ICAB. To assist with this process, evaluations shall be completed at least annually, and more often as desired by ICAB. The forms used to help compile information are the Member Assessment of Facilitator Services ([Resource 34](#)) and the Staff Assessment of Facilitator Services ([Resource 35](#)). The Local Coordinator reviews the results with the Facilitator. This helps maximize performance and satisfaction with the services under contract.

Section 8: Records	Date Added: 2015
Subsection A: Case Records Management	Revision Date:

Section 8: Records

Purpose

To ensure accurate, up-to-date records are maintained for local Board Members and all children reviewed by a local foster care review board.

Affected Persons

Child Advocacy Board staff, contracted Facilitators and local Board Members

8.A. Case Record Management

Policy

Local program staff shall maintain a case record for each child reviewed by a local foster care review board.

Procedure

- 1) The FCRB program utilizes the FCRBDB to maintain complete, accurate and current records for each case reviewed. Program staff enters case data and records into the FCRBDB systems as prescribed in Section 6 FCRB Review Procedures.
- 2) Members may take handwritten notes from electronic or paper records they review for use in review hearings. At the conclusion of the hearing, the Members will turn the handwritten notes over to the Facilitator who will return them to the AA for retention until case closure.
- 3) A Local Coordinator and AAs are authorized to access electronic records for cases when required to carry out their official duties as described in the respective position description. If authorized by the position description, the staff member may access and download records for the Court's Electronic Data Management System (EDMS) for the purposes of storing the records electronically. They may print copies of the records only as necessary for carrying out their respective duties as described in their job descriptions. An ICAB staff member, contractual Facilitator or FCRB Member who is authorized to have paper copies of records or handwritten notes of records in their possession shall store those records when not in use in a locked container within a locked storage area which is not accessible to others.
- 4) Upon receiving the final FCRB reports, the AA shall upload the report to EDMS, print copies of reports for interested parties who are required by statute to receive copies of the reports and mail the printed copies to those interested parties.
- 5) When a local Board Member discontinues a term on the Board, the Local Coordinator shall make timely arrangements to retrieve any documents the Board Member has.

Section 8: Records	Date Added: 2015
Subsection B: Confidentiality of FCRB Records & Data	Revision Date:

8.B. Confidentiality of FCRB Records and Data

Policy

All program staff and local Board Members must respect the child's right to privacy by maintaining the confidentiality of each case record. All data, records and documents collected or created by ICAB or the FCRB are confidential and may be released only in compliance with federal and state laws, regulations and rules. In addition, confidentiality shall be maintained in accordance with the requirements of the Memorandum of Understanding (MOU) between ICAB (as an attached unit of the DIA) and the DHS.

Procedure

- 1) All local Board Members shall sign and take an Oath of Confidentiality to commit to maintaining confidentiality of FCRB data and records in accordance with all provisions of this manual. ([Resource 14](#))
- 2) Iowa Code Chapter 237 establishes the FCRB program and the requirements under which it operates.
 - a) Sub-Sections 2a and 4a establish specific requirements for distribution of FCRB reports, as follows
 2. a. Submit to the appropriate court within fifteen days after the review under subsection 1, the findings and recommendations of the review. The local board shall ensure that the most recent report is available for a court hearing. The report to the court shall include information regarding the case permanency plan and the progress in attaining the permanency goals. The report shall not include issues that do not pertain to the case permanency plan. The findings and recommendations shall include the proposed date of the next review by the local board. The local board shall notify the persons specified in subsection 4 of the findings and recommendations.
 4. a. Notify the following persons at least ten days before the review of a case of a child receiving foster care:
 - (1) The person, court, or agency responsible for the child.
 - (2) The parent or parents of the child unless termination of parental rights has occurred pursuant to section 232.117.
 - (3) The foster care provider of the child.
 - (4) The child receiving foster care if the child is fourteen years of age or older. The child shall be informed of the review's purpose and procedure, and of the right to have a guardian ad litem present.
 - (5) The guardian ad litem of the foster child. An attorney appointed as guardian ad litem shall be eligible for compensation under section 232.141, subsection 2.
 - (6) The department.

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Subsection B: Confidentiality of FCRB Records & Data	Revision Date:

- (7) The county attorney.
- (8) The person providing services to the child.
- (9) The child's attorney.

- b) Iowa Code Section 237.21 sets forth specific confidentiality requirements for FCRB records:

237.21 CONFIDENTIALITY OF RECORDS -- PENALTY.

1. The information and records of or provided to a local board, state board, or court appointed special advocate regarding a child receiving foster care and the child's family when relating to the foster care placement are not public records pursuant to chapter 22. The state board and local boards, with respect to hearings involving specific children receiving foster care and the child's family, are not subject to chapter 21.

2. Information and records relating to a child receiving foster care and to the child's family shall be provided to a local board or the state board by the department or child-care agency receiving purchase-of-service funds from the department upon request by either board. A court having jurisdiction of a child receiving foster care shall release the information and records the court deems necessary to determine the needs of the child, if the information and records are not obtainable elsewhere, to a local board or the state board upon request by either board. If confidential information and records are distributed to individual Members in advance of a meeting of the state board or a local board, the information and records shall be clearly identified as confidential and the Members shall take appropriate steps to prevent unauthorized disclosure.

3. Members of the state board and local boards, court appointed special advocates, and the employees of the department and the department of inspections and appeals are subject to standards of confidentiality pursuant to sections 217.30, 228.6, subsection 1, sections 235A.15, 600.16, and 600.16A. Members of the state and local boards, court appointed special advocates, and employees of the department and the department of inspections and appeals who disclose information or records of the board or department, other than as provided in subsection 2, are guilty of a simple misdemeanor.

- 3) The MOU between DIA (ICAB) and DHS requires that DIA (ICAB) will assure the Confidentiality of the Child Advocacy Board and the FCRB, as follows

- a) Child Advocacy Board and FCRB personnel and local Board Members who disclose information or records of the Child Advocacy Board, FCRB, or DHS other than as provided in Iowa Code subsection 237.20(2), may be guilty of a serious misdemeanor.

Protected information includes:

- The names and addresses of applicants and recipients and types of services and amounts of assistance provided (unless excepted under Iowa Code 217.30(4);

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- Information related to the social and economic conditions or circumstances of a particular individual including wage information (see Iowa Code Section 217.30) obtained from the agency administering the state unemployment compensation laws or from the Social Security Administration;
 - Agency evaluation of information about a particular individual;
 - Medical or psychiatric data, including diagnosis and past history of disease or disability, concerning a particular individual; and
 - Child abuse information as defined in Iowa Code Section 235.13.
- b) In the event of the issuance of a subpoena for DHS records or for a Child Advocacy Board or FCRB representative to testify regarding the client, the Child Advocacy Board or FCRB will call the Court's attention through the Attorney General to the federal and state law provisions against release of information.
- c) The same policies and procedures will be applied for requests from government bodies, the courts, or a law enforcement official as with any other outside source.
- d) Procedures for safeguarding information apply to computer system data as well as hard copy of foster care administrative review files.
- e) In accordance with Iowa Code Section 217.30, Child Advocacy Board and FCRB personnel have no independent authority to release confidential data other than as required by Iowa Code.
- 4) Subpoenas. A subpoena is a writ, generally issued by a court, to compel testimony or evidence. The case records and information made available to local Board Members, Facilitators, and staff is privileged and confidential per Iowa code. In the event that a subpoena is issued with regard to the FCRB program:
- a) Immediately bring the subpoena to the attention of the ICAB Administrator or Deputy Administrator, and provide a copy.
 - b) Do not respond to, contact or discuss the matter with the issuing/serving party without further guidance.
 - c) The ICAB program has legal counsel available to provide guidance to local Board Members, Local Coordinators and administration throughout the subpoena process. A motion to quash (make null and void) the subpoena will likely be filed on behalf of FCRB. Should other steps be required, specific guidance will be provided.

Section 8: Records	Date Added: 2015
Subsection C: Local Board Member Records	Revision Date: June 2018

8.C. Local Board Member Records

Policy

The FCRB program maintains a record for each local Board Member that may be reviewed by the Member with the exception of confidential reference documentation and record checks.

Procedure

- 1) Local Coordinators will maintain an electronic volunteer record for each local Board Member using the CAMS. Consult [Resource 53](#) for the CAMS User Guide: FCRB Volunteer Management for procedures.
- 2) The FCRB Member record contains, at minimum:
 - a) Application with emergency contact information and employment history
 - b) Confidential reference documentation
 - c) Training records
 - d) Documentation of personal interview
 - e) Rationale Statement for State Board approval
 - f) Copy of the FCRB Confidentiality Oath ([Resource 14](#))
 - g) Signed Member Letter of Acknowledgement ([Resource 21](#))
 - h) Progress Review
 - i) Resignation or dismissal documentation
 - j) Exit Survey ([Resource 18](#))
- 3) Each local Board Member shall have name and contact information and other required information entered in CAB's data system. Program staff updates this information as needed.
- 4) ICAB staff completes reference check information by entering the verification date and any notes for each of the references.
- 5) Closing a FCRB Member Record
 - a) Program staff updates the CAMS Volunteer Status to "Exited Program" with the date of exit when a FCRB Member leaves the program.
 - b) Program staff uploads the written documentation of a resignation or voluntary and/or involuntary dismissal of a Member to the volunteer record in CAMS.
 - c) The local Board Member shall complete an exit survey that staff maintains in the Member's electronic record. ([Resource 18](#))

Section 8: Records	Date Added: 2015
Subsection D: Use of Technology Subsection E: Statistical Data Subsection F: Retention and Destruction	Revision Date: June 2019

8.D. Use of Technology

Policy

Staff and local Board Members shall complete the annual Security Awareness Training curriculum. Staff and local Board Members take reasonable precautions to guard confidential issues concerning the use of technology such as email, electronic and social media sites, computers, and cell phones.

Procedure

- 1) Staff and local Board Members will install passwords on any device they use for FCRB business and on any files containing information related to FCRB business. Passwords shall not be provided to or shared with any other person.
- 2) Each local Board Member will complete the annual Security Awareness in-service training provided by the FCRB program staff.
- 3) Local Coordinators will document completion of the Security Awareness training in CAMS so it becomes part of the local Board Member's training record.
- 4) Local Coordinators will ensure all local Board Members complete the annual Security Awareness in-service training module.

8.E. Statistical Data

Policy

ICAB staff shall maintain complete case and volunteer data for program reporting requirements.

8.F. Retention and Destruction

Policy

ICAB office staff adhere to the State Records Center retention schedule for Foster Care Review Board records that states records are to be maintained until the child reaches majority age. Additionally, electronic records will be maintained one-year post-majority age. Physical case records reviewed by a local foster care review board will be maintained a minimum of three years or a maximum of five years post discharge date from foster care. Once a child is adopted, all physical and electronic copies of the case file shall be destroyed one year post-adoption.

Procedure

- 1) Maintain electronic copies of the foster care review board files until the child reaches majority age plus one year. If a child is adopted prior to majority age, the physical and electronic copies of the foster care review board files will be maintained one year post-adoption.

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- 2) Upon reaching majority age plus one year, ICAB staff will shred physical copies of the case file and delete electronic copies from any storage (hard drive, USB drives, Google, etc.)
- 3) Physical records (including Board Member files) for a child who has been discharged and not yet reached majority age will be maintained for a minimum of three or a maximum of 5 years post discharge date from foster care and then shredded. [The office will maintain the electronic case file documents until majority age plus one year.]

Section 9: Friends of Iowa CASA & FCRB/DIA Special Revenue Account	Date Added: July 1, 2017
Subsection A: Friends Account	Revision Date: June 30, 2018

Section 9: Friends of Iowa CASA & FCRB/ DIA Special Revenue Account

9.A. Friends Account for Reimbursements

Policy

If a grantor or contributor has an official written policy or grant requirement that recipients of grant funds or contributions are permitted only to a 501(c)(3) organization, local CAB offices or other work units shall set up a program fund through the Friends of Iowa CASA and ICFCRB for grants and donations. Deposit any other grants or contributions to a CAB office or work unit in the Special Revenue Account described in Section 9 of this manual for that office or work unit. Friends account funds are used for, but not limited to, volunteer recognition events, volunteer support, extra training expenses, or snacks for training events. Program staff must secure supervisory approval before making purchases intended for reimbursement through Friends accounts.

Procedure

- 1) Prior to using funds from a Friends Account, employees must get supervisor approval **before** making any purchases. Employees will send a written (email is sufficient) request to their direct supervisor that contains the following:
 - a) Request to use Friends funds
 - b) The intended purchase
 - c) What it will be used for (i.e., snacks for volunteer training, snacks for FCRB meeting, etc.)
 - d) When the purchase is needed (i.e. date of training, meeting, etc.)
 - e) Cost of purchase if known (i.e. meeting space rental cost, a volunteer recognition gift, etc.)
 - f) If the request is to pay for a conference registration, a copy of the conference agenda and information about how the content will be utilized by the employee in his/her CAB work must also be included in the request for approval.
 - g) The fund source(s) from which the purchase will be made.
- 2) If the purchase is for office equipment, CAB staff will also follow these additional procedural steps *before* making the purchase:
 - a) Forward the supervisory approval email to the State Office Administrative Assistant
 - b) State Office Administrative Assistant will prepare an RFP form and obtain the Administrator's signature before submitting the RFP for approval.
 - c) Upon RFP approval, CAB staff can proceed with the purchase.

Section 9: Friends of Iowa CASA & FCRB/DIA Special Revenue Account	Date Added: July 1, 2017
Subsection A: Friends Account	Revision Date: June 2020

- 3) For reimbursement requests, send the following items to the **ICAB State Office Administrative Assistant**:
 - a) Completed Friends accounting (transmittal) form – use [Resource 48](#) that identifies:
 - i. Name of fund source(s) from which payments are to be made;
 - ii. Category that shows the overview of the purchase to show compliance with the terms and conditions of fund source where applicable.
 - b) Written approval from the supervisor for the purchase being reimbursed **that meets the following criteria**:
 - i. **Request to use Friends funds**
 - ii. **Intended purchase**
 - iii. **What it will be used for (i.e. snacks for volunteer training, etc.)**
 - iv. **When the purchase is needed**
 - v. **Approximate cost of the purchase**
 - vi. **If the request is to pay for a conference registration, then a copy of the agenda and how the content will be utilized must also be included.**
 - vii. **The fund source from which the purchase will be made.**
 - c) Original receipt (kept for Friends' records);
 - i. **Tape down all four sides of the original receipt to a sheet of paper**
 - ii. cancelled checks cannot be used as a receipt
 - d) Completed Iowa Ethics and Campaign Disclosure form – use [Resource 49](#).
 - i. Department or Office Receiving Gift: Local Office or work unit information
 - ii. Contact Person for Recipient Department or Office: ICAB Administrator and state office contact information.
 - iii. Donor of Gift: Friends of Iowa CASA and ICFCRB with Administrative Assistant email address.
- 4) The Friends Board treasurer processes checks once a week.
 - a) The Board treasurer **sends checks to the Friends Board President for a second signature.**
 - b) **The Board President delivers the checks to the ICAB State Office Administrative Assistant who will mail the checks to the payees.**
- 5) The Board President emails the Friends' account balances to the ICAB State Office Administrative Assistant who forwards the reports to the local Coordinators quarterly.
- 6) CAB management and ICAB State Office Administrative Assistant shall receive monthly transaction reports for all Friends accounts.

Section 9: Friends of Iowa CASA & FCRB/DIA Special Revenue Account	Date Added: July 1, 2017
Subsection B: Fundraising, Donations and Grants Subsection C: Audit	Revision Date: June 2018

9.B. Fundraising, Donations and Grants

Policy

Fundraising can be done at the local level. With limited state funds, writing grants is a way to support local office and work unit needs not met by the state appropriation, federal funds or grants made to the statewide programs. Any donation or grant with specific restrictions on use must be held in a separate fund source sub-account within the overall office or work unit account. All unrestricted funds can be held together in a single unrestricted account for purchases not covered under the restricted fund sources.

Procedure

- 1) Coordinators and other work units can explore grant resources and obtain guidelines/application if available.
- 2) If grants are an option, contact the Grant Specialist and assigned supervisor about the office need. Consult with CAB's Grant Specialist and ensure that all grant applications and awards are provided to the Grant Specialist for agency tracking.
- 3) When submitting a donation or grant disbursement, send the following to the Treasurer of Friends with a copy to the State Office Administrative Assistant:
 - a) Completed Friends accounting (transmittal) form that identifies:
 - i. Whether the donation is restricted or unrestricted
 - ii. The specific purpose for the funds if restricted
 - iii. If the donation is a new fund source or if it is to be added to an existing fund source. If it is a new fund source, provide the name to be used for the fund source.
 - b) Copy of the donor or grant award letter
 - c) Check(s) or cash to be deposited
- 4) After submitting the donation or grant to the Treasurer of Friends, mail the donor a thank you card and receipt for tax purposes, if appropriate. [Resource 52. Donation Acknowledgement Letter](#)

9.C. Audit

Policy

Friends of Iowa CASA and FCRB have an annual audit conducted at the end of each calendar year. Friends takes 5% of each donation or grant as an administration assessment unless waived. This pays for the audit expenses and other accounting fees, bank fees, and National CASA dues.

Section 9: Friends of Iowa CASA & FCRB/DIA Special Revenue Account	Date Added: July 1, 2017
Subsection D: Special Revenue Account (SRA)	Revision Date: June 2018

9.D. Special Revenue Account (SRA)

Policy

Any donated funds that are not required by donor policies to be awarded to a non-profit organization should be directed to state ICAB office. Program staff secure supervisory approval before making purchase intended to be reimbursed through Special Revenue accounts.

Procedure

- 1) Donation and grant checks are made payable to Iowa Child Advocacy Board. The donor or grantor is to send the check to the state office address with an explanation of the local office or work unit designated to receive the funds and any restriction on the use of the funds. The state office will issue a receipt to the donor, including a tax deductibility notification, and will send a notice of receipt of funds to the local office or work unit in whose behalf the funds were received. The local office or work unit needs to send a thank you letter to the donor. Acknowledgement of receipt grant funds is handled in accordance with the grantor's fund disbursement policies.
- 2) Local offices and other work units have access to a Special Revenue Account (SRA) established by the DIA Fiscal Bureau. If a local office or work unit with no current Special Revenue Account receives a donation or grant that is required to be deposited in this type of account, establishment of a new account shall be initiated by the state office Administrative Assistant.
- 3) A Coordinator other management-approved representative of a local CAB office or other work unit for which a Special Revenue Account has been established will receive a Procurement Card that corresponds to their SRA. The approved person using a Procurement Card can access funds in the SRA.
 - a) Each staff member must complete a P-Card Cardholder agreement, Application, 101 Training course and conflict of interest form.
 - b) ICAB is tax-exempt. Do not charge taxes to the P-Card. If sales tax is charged in error, the cardholder is responsible for contacting the vendor for credit back to the card. A cash refund is not acceptable for this refund transaction.
 - c) Meals cannot be charged to the P-Card
 - d) Food provided for training sessions is an allowable expense.
 - e) The Cardholder must have a paper receipt for each purchase.
 - f) The Cardholder can purchase up to \$300 per day in allowable purchases; a total of \$1,000 per month.
 - g) If a card is not used within a 90-day period, it will be suspended. Call 515-281-5992 to have the card reinstated.
 - h) The P-card can only be used for funds associated with the Special Revenue Account and cannot be used for purchases intended to access operating funds.
 - i) At the end of the month, each cardholder needs to log on to their US Bank account to ensure all charges are correct.

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- j) Mail all paper receipts to the State Office by the last day of the current month.
 - k) More information on procurement card process is located on the DAS Website, <https://das.iowa.gov/procurement/agencies/state-iowa-purchasing-card-program/policy-and-procedures> , Procurement & Fleet, Purchasing Card Program.
 - l) Provide Resource 50, Sales Tax Exempt Letter to merchants to ensure sales tax is not charged to the purchases.
 - m) Resource 51, PC-007 Access Online for Cardholders is a resource about the use of the US Bank online access to check purchases.
- 4) Prior to using funds from a State Special Revenue account, employees must get supervisor approval before making any purchases. Employees will send a written (email is sufficient) request to their direct supervisor that contains the following:
- a. Request to use their p-card or state special revenue account
 - b. The intended purchase
 - c. What it will be used for (i.e., snacks for volunteer training, snacks for FCRB meeting, etc.)
 - d. When the purchase is needed (i.e., date of training, meeting, etc.)
 - e. Cost of purchase if known (i.e., meeting space rental cost, a volunteer recognition gift, etc.)
 - f. The fund source(s) from which the payment will be made.
- 5) If the purchase is for office equipment, CAB staff will also follow these additional procedural steps *before* making the purchase:
- a. Forward the supervisory approval email to the State Office Administrative Assistant
 - b. State Office Administrative Assistant will prepare an RFP form and obtain the Administrator's signature before submitting the RFP for approval.
 - c. Upon RFP approval, CAB staff can proceed with the purchase.
- 6) If a Coordinator does not have funds in a Friends account and needs to make a purchase that is not procurement card eligible, the Coordinator may request approval from their supervisor to submit a monthly travel claim requesting reimbursement of the cost from the local office Special Revenue Account.

FCRB Policies and Procedures Resources

The **FCRB Policies and Procedures Manual Resources** are located on the ICAB Website at <https://childadvocacy.iowa.gov/fcrb-policies-and-procedures> or click on the link to the right of each listed resource.

Resource 1.	DHS Case Selection Plan – updated 2020	Resource 1
Resource 2.	ICAB Social Media Policy	Resource 2
Resource 3.	Cover Letter - Applicant <i>revised 2018</i>	Resource 3
Resource 4.	CAB Application <i>online application is preferred</i>	Resource 4
Resource 5.	FCRB Program Description and Fact Sheet	Resource 5
Resource 6.	FCRB Member Job Description	Resource 6
Resource 7.	DHS Child Abuse Check <i>can be generated in CAMS</i>	Resource 7
Resource 8.	ICAB Consent Form <i>can be generated in CAMS</i>	Resource 8
Resource 9.	Personal Reference Letter	Resource 9
Resource 10.	Personal Reference Questionnaire	Resource 10
Resource 11.	W-9	Resource 11
Resource 12.	Travel Claim	Resource 12
Resource 13.	FCRB Iowa Code for Oath	Resource 13
Resource 14.	FCRB Confidentiality Oath Print	Resource 14
Resource 15.	FCRB Swearing In Guide	Resource 15
Resource 16.	Sample DHS Monthly Report	Resource 16
Resource 17.	Designated DHS Supervisors – <i>revised 2018</i>	Resource 17
Resource 18.	FCRB Program Exit Survey	Resource 18
Resource 19.	P&P Letter of Acknowledgement (Staff)	Resource 19
Resource 20.	Board Member Applicant Interview Form	Resource 20
Resource 21.	P&P Letter of Acknowledgement (Member)	Resource 21
Resource 22.	Notification of Review Template	Resource 22
Resource 23.	Facilitator Invoice	Resource 23
Resource 24.	Chair Meeting Summary – <i>revised 2018</i>	Resource 24
Resource 25.	Comment Cards – <i>revised 2018</i>	Resource 25
Resource 26.	Facilitator Meeting Summary	Resource 26
Resource 27.	FCRB Hours/Miles Tracking Sheet	Resource 27
Resource 28.	Electronic FCRB Files for Boards – added 2019	Resource 28
Resource 29.	LQ Worksheet – <i>revised 2018</i>	Resource 29a
Resource 29b.	FCRB Findings Reference Sheet – <i>new 2018</i>	Resource 29b
Resource 30.	Chair Announcement to IPs	Resource 30
Resource 31.	Intervener Letter for Written Testimony – new 2019	Resource 31
Resource 32a.	FCRB Report Template – <i>revised 2018</i>	Resource 32a
Resource 32b.	FCRB TPR Template – <i>new 2018</i>	Resource 32b
Resource 32c.	FCRB APPLA Template – <i>new 2018</i>	Resource 32c
Resource 33.	Volunteer Recruitment Plan – <i>added 2020</i>	Resource 33
Resource 33a.	Youth Information Notice – updated 2020	Resource 33a
Resource 33b.	Parent Information Notice – updated 2020	Resource 33b
Resource 33c.	Interested Party Information Notice – updated 2020	Resource 33c
Resource 33d.	DHS Information Notice – updated 2020	Resource 33d
Resource 34.	Member Assessment of Facilitator Services	Resource 34
Resource 35.	Staff Assessment of Facilitator Services	Resource 35
Resource 36.	UPS Procedures	Resource 36

Resource 37. FCRB Member Progress Review	<u>Resource 37</u>
Resource 38. Barriers Reference Sheet – <i>new 2018</i>	<u>Resource 38</u>
Resource 39. Release Form	<u>Resource 39</u>
Resource 40. Confidentiality Agreement	<u>Resource 40</u>
<u>Resource 41. Removed 2018</u>	
Resource 42. Suggested Wording for Recommendations	<u>Resource 42</u>
Resource 43. Checklist for FCRB Reports	<u>Resource 43</u>
Resource 44. FCRB Sample Report	<u>Resource 44</u>
Resource 45. Google Drive Tutorial with Confidentiality	<u>Resource 45</u>
Resource 46. Rationale Statement (State Board)	<u>Resource 46</u>
Resource 47. Chair and Co-Chairperson Responsibilities	<u>Resource 47</u>
Resource 48. Friends Accounting Form – <i>updated 2018</i>	<u>Resource 48</u>
Resource 49. Iowa Ethics and Campaign Disclosure Form	<u>Resource 49</u>
Resource 50. Sales Tax Exempt Letter	<u>Resource 50</u>
Resource 51. PC-007 Access Online for Cardholders	<u>Resource 51</u>
Resource 52. Donation Acknowledgement Letter	<u>Resource 52</u>
Resource 53. CAMS User Guide for FCRB Volunteer Management	<u>Resource 53</u>
Resource 54. FCRB Process & Report Writing	<u>Resource 54</u>
Resource 55. Interpreter Invoice	<u>Resource 55</u>
Resource 56. Language Link Kit	<u>Resource 56</u>

Appendix 1: FCRB Facilitator Handbook

[Appendix 1](#)

FCRB facilitators will receive a copy of Appendix 1: FCRB Facilitator Handbook as an additional reference. The resources identified in the Handbook are on the ICAB website.

Appendix 2: Section 7 Procedures for FCRB Review Process

[Appendix 2](#)

Appendix 3: Memorandum of Understanding for DIA-DHS, Exhibit E

[Appendix 3](#)